

Applicants : Alan G. Doherty, Neil S. Rieck, Stephen M. Kennel,
Terry J. Shannon and Robert H. Yip
For : METHOD AND SYSTEM FOR FACILITATING
TELECOMMUNICATIONS SERVICE PROVISIONING
AND SERVICE ASSURANCE
: Preliminary Amendment
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REMARKS

Please enter this Preliminary Amendment prior to calculating the fees.

The claims submitted herein are fully supported by the application as filed and by its priority filings. Accordingly, no new matter is added.

Enclosed is an Information Disclosure Statement.

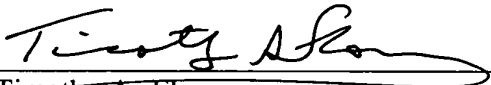
An early and favorable action on the merits is requested.

Respectfully submitted,

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NEIL S. RIECK,
STEPHEN M. KENNEL,
TERRY J. SHANNON and
ROBERT H. YIP

By: Van Dyke, Gardner, Linn
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Dated: April 8, 2004.



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